
LD 23: Automatic Call Distribution, Management Reports, Message Center

Overlay program 23 allows Automatic Call Distribution (ACD) data, schedules for management reports and Message Center data to be created, modified, or printed.

ACD groups are also used for Meridian Mail and various server applications. When this overlay is loaded the available system memory and disk records are output in a header. Refer to the introduction of this document for details.

Incremental Software Management (ISM) also provides a header to indicate system configuration limits. For LD 23, the header appears as follows:

ACD DNS AVAIL: xxxxx USED: xxxxx TOT: xxxxx

To prevent Virtual Agent information from appearing on ACD-D reports, do not make changes to Virtual Agents. If a change to a Virtual Agent is required, out the agent and rebuild it with REQ = NEW.

Prompts and responses

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Prompts and responses

Prompt	Response	Comment
REQ	aaa	Request
TYPE	a...a	Type of data block (a...a = ACD, ADS, CDN, NACD, or SCB)
CUST	xx	Customer number associated with this data block
ACDN	x...x	ACD Directory Number
MWC	(NO) YES	Message Waiting Center
- IMS	(NO) YES	Integrated Messaging Service
- - CMS	(NO) YES	Command and Status link
- - IMA	(NO) YES	Integrated Messaging Allowed
- - IVMS	(NO) YES	Integrated Voice Messaging System
- - PCMM	(NO) YES	Periodic Clearing with Meridian Mail
- - DNIS	(NO) YES	Dialed Number Identification Service
- - VSID	0-15	Value Added Server ID
- - EES	(NO) YES	End-to-End Signaling
- - APL	0-15	Auxiliary Processor Link number
- - UST	(NO) YES	User Status update
- - VSID	0-15	VAS ID of VAS providing VMS

-- APL	0-15	Auxiliary Processor Link number
-- UMG	(NO) YES	User-to-User Messaging
-- RAN	0-511	RAN route number
-- UMT	2-(6)-15	Update Message Time
AST	(NO) YES	Associated set
DSAC	(NO) YES	Data Services Access Code
- PRIM	(NO) YES	Primary DSAC
- VSID	0-15	Value Added Server ID
ICP	(NO) YES	Intercept Computer Printer
- ICPS	aaa	Intercept Computer Printer Search (aaa = (CIR) or COM)
- ICPR	0-<NIPN>	Intercept Computer Printer
MAXP	xxxx	Maximum Positions
SDNB	(NO) YES	Secondary DN Blocking
BSCW	(NO) YES	Block Secondary DN Calls on Walkaway
ISAP	(NO) YES	Integrated Services Application Protocol
ASID	16-31 or (00)	Application service identity from which the acquired message originated
AACQ	(NO) YES	Applicaton Acquired Queue
- VSID	0-15	Value Added Server ID
ALOG	(NO) YES	Automatic Log In
RGAI	(NO) YES	Ring Again for Internal calls
ACAA	(NO) YES	ACD Agent while IDN on-hold Allowed
FRRT	0-511	First RAN route number for ACD
- FRT	0-2044	First RAN Time
SRRT	0-511	Second RAN route number for ACD
- SRT	0-2044	Second RAN Time
NRRT	0-127	Night RAN Route
- NRT	(0)-2044	Night RAN Time
FROA	(NO) YES	First RAN On Arrival
NCFW	x...x	Night Call Forward
FNCF	(NO) YES	Force Night Call Forward to busy ACD DN
CWTT	(0)-40-63	Call Waiting Threshold Time
HMSB	(YES) NO	Hold Make Set Busy (allowed) denied
ACPQ	(NO) YES	Answer Call Priority Queue

FORC	(NO) YES	Force
- FCFT	0-(2)-30	Flexible Call Force Timer
- FADT	(0)-15	Force Answer Delay Time
- FADR	(0)-15	Force Answer Delay timer for Ringback
SPCP	(NO) YES	Separate Post Call Processing
OBTN	aaa	Observation Tone (aaa = (NO), AGT, or ALL)
HSID	0-15	Host ID
CWTH	0-(1)-2047	Calls Waiting Threshold
NCWL	(NO) YES	New Call Waiting Lamp options
- CWLF	(0)-2047	Call Waiting Lamp Flash threshold
- CWLW	(0)-2047	Call Waiting Lamp Wink (fast flash) threshold
BYTH	(0)-204	Busy Threshold
OVTH	0-(2047)	Overflow Threshold
TOFT	2-1800	Timed Overflow Threshold in seconds
HPQ	(NO) YES	High Priority Queue
- OCN	(NO) YES	Oldest Call in Network
OVDN	x...x x...x x...x	Overflow Directory Number(s)
IFDN	x...x	Interflow Directory Number
- BUSY	aaa bbb ccc ddd	Busy treatment
- AENI	(NO) YES	Automatically Enable Interflow
OVBU	aaa bbb ccc ddd	Overflow Busy
EMRT	0-511	Emergency Route
MURT	0-511	Music Route
RTPC	(NO) YES	Real Time Processing
STIO	0, 1, 2, ...15	Status Input/Output devices
TSFT	0-(20)-510	Telephone Service Factor Threshold in seconds
HOML	(YES) NO	Headset Or MSB key Log Out
RDNA	(NO) YES	Restricted DN Access
ACNT	xxxx	Account
DAL	(NO) YES	Data Agent Log In with the MSB key allowed
RPRT	(YES) NO	Management reporting and status display
RAGT	2-(4)-30	Reserve Agent
DURT	15-(30)-45	Duration Timer in minutes
RSND	(4)-16	Resend timer

FCTH	10-(20)-100	Flow Control Threshold
CRQS	0-(100)-255	Call Request Queue Size
DNRT	(NO) YES	Delay Night RAN Treatment
CCBA	(NO) YES	Allow Collect Call Blocking Answer signal to be sent
IVR	(NO) YES	Interactive Voice Response queue
- TRDN	xxxx	Treatment DN for IVR queue
CWNT	I s c u	Call Waiting Notification TN
CWNC	NO YES	Call Waiting Notification TN control

Prompts and responses by data block

ACD or SCB: Automatic Call Distribution (ACD-D) or Schedule data block

Prompt	Response	Comment
REQ	aaa	Request
TYPE	aaa	Type of data block = ACD or SCB (Automatic Call Distribution or Schedule data block for ACD management reports)
CUST	xx	Customer number associated with this data block
CPRD	dd mm dd mm	Collection Period
SHR	0-23	Start Hour
EHR	0-23	Hour of day that data reporting ends
DOW	1-7	Days of Week for data collection
RFRQ	0-7	Frequency that Reports are to be generated
SFRQ	x	Status display update Frequency (1 or 2)
ROPT	1-4	Report Options
PRI0	0-15	Printer(s) for Output
PAGE	(NO) YES	Start at the top of a new page for each report
AID	(NO) YES	Agent ID mode
- IDLB	(1)-9999	Agent ID Lower Boundary
- IDUB	/DLB-(9999)	Agent ID Upper Boundary
- LOG	(0)-999	Maximum number of agents that can be logged in at any one time
SRPT	(NO) YES	Short Report option for report 4 (Agent position)
TOT4	(NO) YES	Totals on report 4

ADS: Auxillary data system data block (includes Multiple Queue Assignment prompts)

Prompt	Response	Comment
REQ	aaa	Request
TYPE	ADS	Type of data block = ADS (Auxiliary Data System)
CUST	xx	Customer number associated with this data block
AID	(NO) YES	Agent ID mode
- IDLB	(1)-9999	Agent ID Lower Boundary
- IDUB	<i>IDLB</i> -(9999)	Agent ID Upper Boundary
- MQA	(NO) YES	(Don't allow)/Allow agents to use MQA functionality
- - MQAS	(NO) YES	(Don't allow)/Allow agents to specify a Supervisor ID during login
- - MQAP	(NO) YES	(Don't allow)/Allow agents to specify Priorities during login
- - MQCF	(NO) YES	(Don't allow)/Allow automatic Call Forwarding of Phantom TNs to agent sets at login
- - MCFD	x	Number of digits prepended to Agent IDs to find Phantom TNs to Call Forward to agents (x = (0), 1, 2, or 3)

CDN: Control DN data block (covers prompts for Customer Controlled Routing)

Caution : Corruption results if a CDN is not configured in this overlay *before* that CDN is associated with or represented in an association table script in the CCR module.

Prompt	Response	Comment
REQ	aaa	Request
TYPE	CDN	Type of data block = CDN (Control DN)
CUST	xx	Customer number associated with this data block
CDN	xxxx	Control DN
FRRT	0-511	First RAN route number for ACD
- FRT	0-2044	First RAN Time
SRRT	0-511	Second RAN Route number for ACD
- SRT	0-2044	Second RAN Time
FROA	(NO) YES	First RAN On Arrival
MURT	0-511	Music Route number
DFDN	x...x	Local Default ACD DN
CEIL	0-(2047)	CDN Ceiling value
OVFL	(NO) YES	Force Overflow Tone to the call when the ceiling threshold has been exceeded
TDNS	(NO) YES	Is DNIS number an original Called Party
RPRT	(YES) NO	Management reporting and status display
CNTL	(NO) YES	Control DN is in control
VSID	0-15	Value Added Server ID
HSID	0-15	Host ID
CWTH	0-(1)-2047	Calls Waiting Threshold
BYTH	(0)-2047	Busy Threshold
OVTH	0-(2047)	Overflow Threshold
STIO	0, 1, 2, ... 15	Status Input/Output devices
TSFT	0-(20)-510	Telephone Service Factor Threshold in seconds
ACNT	xxxx	Account

NACD: Network ACD data block

Network ACD provides ACD capabilities over an Integrated Service Digital Network (ISDN). An NACD system distributes ACD activities between several sites. Connected by ISDN voice and data services, different sites can be physically or geographically separated within the network.

Prompt	Response	Comment
REQ	aaa	Request
TYPE	NACD	Type of data block = NACD (Network ACD)
CUST	xx	Customer number associated with this data block
ACDN	xxxx	ACD Directory Number
TABL	a	Day or Night Table (a = D or N)
- OUTS	xxxx xxxx	Routing Table entries to be removed
- TRGT	xxxx tttt	Target ACD DN and the timer in seconds

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Prompt	Response	Comment	Pack/Rel
AACQ	(NO) YES	Applicaton Acquired Queue The ACD DN is not acquired by the application The ACD DN is acquired by the application	nxcc-22
ACAA	(NO) YES	Allow ACD calls to an agent on an Individual DN (IDN) Call On Hold The agent cannot place an IDN Call On Hold, and return to the idle queue. The agent can put an active IDN Call On Hold and press the in-calls to return to the idle agent queue.	bacd-18
ACDN	x...x	ACD Directory Number Up to 4 digits, up to 7 digits with Directory Number Expansion (DNXP) package 150	acda-1
ACNT	x...x	Account (Default activity code) Maximum 4 digits (0 through 9). The # and * are not allowed. Prompted if the ADS data block is built, and CNTL = YES.	acdc-13
ACPQ	(NO) YES	Answer Call Priority Queue International Supplementary Features (SUPP) package 131 must be equipped.	supp-15
AENI	(NO) YES	Automatically Enable Interflow Prompted when IFDN is defined.	acdb-12
AID	(NO) YES	Customer will operate in Position ID mode. Customer will operate in Agent ID mode.	acdc-2
ALOG	(NO) YES	Provide Automatic Log In for agents on this DN. Set to YES for Meridian Mail applications. ALOG applies only to Command and Status Link (CMS) and Data Service Access Codes (DSAC). Prompted if IMS or ISAP = YES.	csi-8
APL	0-15	Auxiliary Processor Link number Prompted if IMA = YES. The APL is defined in LD 17.	lnk-2
ASID	16-31 or (00)	Application service identity from which the acquired message originated	nxcc-22

Prompt	Response	Comment	Pack/Rel
AST	(NO) YES	Associated set Release 16 and earlier. Release 17 and later, the Associate Set assignments is performed in LD 10 and LD 11 for each ACD telephone. In Release 16 and earlier, the AST is assigned automatically to each telephone for an ACD DN with AST = YES.	iap3p-13
BSCW	(NO) YES	Block Calls to the Secondary DN on Walkaway The caller to the source DN hears busy tone. Release 13 and later.	bacd-13
BUSY	aaa bbb ccc ddd	Interflow Busy Treatment for different originators Prompted if IFDN is defined. The possible options are: • BSY = caller hears busy tone • SRC = caller is re-linked to source queue Enter BSY or SRC for each of the four different originators: • aaa = Stations • bbb = Attendants • ccc = CO, FEX and WATS trunks • ddd = all other trunk types Defaults if the IFDN is an ACD DN, internal or external DN are: • BSY BSY SRC BSY (3rd entry cannot be changed) Default if the IFDN is an attendant console: • BSY SRC SRC BSY (only the 4th entry can be changed)	acdb-12
BYTH	(0)-2047	Busy Threshold at which the Calls Waiting lamp flashes and this queue ceases to accept overflowed calls. When BYTH = 0, overflow calls are not accepted by this target queue unless an agent is available. To delete existing entry, precede entry with X.	acdb-1

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Prompt	Response	Comment	Pack/Rel
CALB	1 2 ...	Call Filter Bitmap CALB applies to messages such as PCI, DN update, etc. This bitmap is downloaded by the application which is used to control the sending of messages on behalf of the acquired TN. A numeric value would only be printed if the corresponding set message is enabled. CALB is printed if AACR = YES.	nxcc-22
CCBA	(NO) YES	Collect Call Blocking Denied Collect Call Blocking Allowed Collect Call Blocking (CCB) package 290 is required.	ccb-21
CDN	x...x	Control DN Up to 4 digits, up to 7 digits with Directory Number Expansion (DNXP) package 150.	ear-17
CEIL	0-(2047)	CDN Ceiling value CEIL limits the number of unanswered calls a CDN can have at its default ACD DN at a time. New calls receive a busy signal once the ceiling is reached (CO trunks do not receive busy).	ear-17
CMS	(NO) YES	Command and Status link If this ACD DN is to use the CSL, enter YES. Set to YES for Meridian Mail applications.	csi-8
CNTL	(NO) YES	Control DN is in control. When CNTL = NO, CDN calls are sent to the Default ACD DN (DFDN).	ear-17
CPRD	sm sd em ed	Collection Period: Month and day data collection is to start and end. Where: • sm = start month (1-12) • sd = start day of month(1-31) • em = end month (1-12) • ed = end day of month(1-31)	acdc-2

Prompt	Response	Comment	Pack/Rel
CRQS	0-(100)-255	Call Request Queue Size It is recommended that CRQS be approximately 20% higher than the number of trunks available for networking. If the customer selects the OCN option, set this value at 5% over trunking capacity. This avoids reserving agents for calls on the network when trunking facilities are unavailable. Flow Control (FCTH) is typically set at 25% of the call request queue size. The CRQS must be defined for each ACD DN in the network. CRQS must be greater than FCTH. CRQS = 0 closes the queue.	nacd-15
CUST	xx	Customer number associated with this data block as defined in LD 15.	bacd-1
CWLF	(0)-2047	Call Waiting Lamp Flash threshold Prompted if NCWL = YES. CWLF must be greater than or equal to CWTW	acdb-15
CWLW	(0)-2047	Call Waiting Lamp Wink (fast flash) threshold Prompted if NCWL = YES. CWLW must be greater than or equal to CWLF	acdb-15
CWNC	NO YES	Alert rings for all calls Alert rings for only priority calls CWNC appears when a TN has been entered for CWNT. There is no default.	m911-19
CWNT	I s c u	Call Waiting Notification TN	m911-19
CWTH	0-(1)-2047 0 X	Calls Waiting Threshold: The number of Calls Waiting in queue that triggers the "calls waiting" indication. To disable To delete existing entry.	acdb-1
CWTT	(0)-40-63	ACD Call Waiting Threshold Time (in 1 second intervals)	acnt-15
DAL	(NO) YES	Data Agent Log In with the MSB key allowed The data agent must be defined with a DTA Class of Service in LD 11. DAL is not prompted when IVMS or DSAC are set to "YES". Release 14 and later. Prompted if TYPE = SCB or ADS.	acdc-14

Prompt	Response	Comment	Pack/Rel
DFDN	x...x	Local default ACD DN Up to 4 digits, up to 7 digits with Directory Number Expansion (DNXP) package 150. Calls to the CDN are directed to this ACD DN. RAN and Music, if provided, are as defined for the CDN. Any other ACD treatment, such as Night, is applied as if the caller directly dialed the ACD DN.	ear-17
DNIS	(NO) YES	Dialed Number Identification Service Send (do not send) ACD/DNIS information across the link. Not prompted for Virtual Agents.	dnis-12
DNRT	(NO) YES	Delay Night RAN Treatment When DNRT = YES for an ACD DN there is a delay in routing calls to the night RAN. The call is delayed until the call has reached the end of the Night table and there are no outstanding call requests for the call. Prompted if a NACD Night table and a RAN route have been defined.	nacd-15
DOW	1-7	Days of Week for data collection Where: 1 = Sunday and 7 = Saturday	acdc-2
DSAC	(NO) YES	ACD DN is not an IS/Data Service Access Code ACD DN is an IS/Data Service Access Code Prompted when MWC = NO	csl-8
DURT	15-(30)-45	Duration Timer (in minutes) DURT indicates how long a Target node honors a call request from the Source node. If the timer expires, the call is removed from the call request queue. If this timer is too large, the network call request queues may become overcrowded. If the timer is too small, waiting customers may be cut off from receiving services. This timer must be defined only for Target queues.	nacd-15
EES	YES (NO)	IVMS uses End-to-End Signaling to send tone. IVMS (does not use) End-to-End Signaling to send tone. Prompted when IMA = YES.	ims-2
EHR	0-23	Hour of day that data reporting ends	acdc-2

Prompt	Response	Comment	Pack/Rel
EMRT	0-511	Emergency Recorder Trunk Route. The route and at least one trunk must exist before defining EMRT. Enter X to remove.	acdb-1
FADR	(0)-15	Force Answer Delay timer for Ringback Cadence Enter delay time, in increments of one second, before call is connected to an agent. This delay timer ensures that a caller, during forced answer, receives at least one ringback cadence before being connected to an agent.	supp-14
FADT	(0)-15	Force Answer Delay Time Enter Delay time, in increments of one second, between calls when Call Forcing is enabled. This delay timer offers an agent a few seconds break before having to answer the next call.	supp-14
FCFT	0-(2)-30	Flexible Call Force Timer (the time in seconds before Flexible Call Force is enforced)	acdb-16
FCTH	10-(20)-100	Flow Control Threshold to allow additional calls into the call request queue The Flow Control option opens and closes the ACD DN for network calls. Once the number of Call Requests received over the network meets the call request queue size defined in LD 23, the queue is shut down (INACTIVE) for network calls. For the queue to open for network calls, the pending queue request size must drop to a value equal to the flow calls control. For example, a call request queue size of 50 with a flow control of 10 allows the queue to become inactive after 50 call requests are pending. After 10 calls or 10 Call Requests have been answered or removed, leaving 40 remaining in queue, the queue will reopen.	nacd-15
FNCF	(NO) YES	Force Night Call Forward to busy ACD DN	bacd-15

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Prompt	Response	Comment	Pack/Rel
FORC	(NO) YES	Force Calls are forced to arrive in answered state. When FORC = Yes, the call arrives on Key 0 (in-calls key) in an answered state. Headsets are recommended for this option.	acdb-1
FROA	(NO) YES	First RAN On Arrival (the 1st RAN to be given to incoming calls immediately; FRT time ignored) If FROA = NO, the call is forced to wait FRT time. Recorded Announcement is only given if an idle agent is not found.	acda-1
FRRT	0-511	First RAN Route number for ACD The route and at least one trunk must exist before defining FRRT. Enter X to remove.	acda-1
FRT	0-2044	First RAN Time (the time in seconds allowed before unanswered incoming ACD calls are connected to the first RAN) Prompted if FRRT is defined. If a value is not entered FRT defaults to blank and there is no connection to the RAN.	acda-1
HMSB	(NO) YES	Agent cannot activate Make Set Busy if an ACD call is on-hold Agent can activate Make Set Busy if ACD call is on-hold	basic-9
HOML		Handset Removal or Make Set Busy key (MSB key) log out. The HOML option allows an agent to log out by removing the headset or going on hook without using the Make Set Busy (MSB) key. Logout while on Agent Reserve causes a cancellation message.	bacd-1
	(NO) YES	Log out with only the Make Set Busy key Log out with either handset removal or Make Set Busy key activation HOML is prompted if an Auxiliary Data System (ADS) or Schedule Block (SCB) exists.	

Prompt	Response	Comment	Pack/Rel
HPQ		High Priority Queue (preference given to High Priority trunk calls)	tof-10
	(NO)	Calls from the source queue's high priority trunks are presented after another queue's Timed Overflow queue (TOFQ) calls.	
	YES	Calls from the source queue's high priority trunks are presented before another queue's Timed Overflow queue (TOFQ) calls.	
		In an NACD environment, HPQ must be denied to receive the OCN prompt. (HPQ = No)	
HSID	0-15	VAS ID for the Host Application Module Link. When the CCR and ML applications are both running, this HSID is the VSID assigned to the AML for Meridian Link in LD 17. The VSID prompt in this CDN configuration will match the VSID for the CCR AML port configured in LD 17.	ccr-17
ICP	(NO) YES	Intercept Computer Printer (ACD MC used for Intercept Printer)	icp-14
ICPR	0-<NIPN>	Intercept Computer Printer Printer number (for ICPS = COM); NIPN is defined in LD 15	icp-14
ICPS		Intercept Computer Printer Search (when more than one console is used)	icp-14
	(CIR)	Circular search	
	COM	One Common printer for ACD group	
IDLB	(1)-9999	Agent ID Lower Boundary With Release 19 and later, this prompt is used with the IDUB prompt to determine the maximum number of agents allowed by the system. The number must be within the parameters set by the IDLB and IDUB prompts. Prompted if TYPE = ADS or SCB and AID = YES	acdc-19

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Prompt	Response	Comment	Pack/Rel
IDUB	IDLB(9999)	Agent ID Upper Boundary With Release 19 and later, this prompt is used with the IDLB prompt to determine the maximum number of agents allowed by the system. The number must be within the parameters set by the IDLB and IDUB prompts. Prompted if TYPE = ADS or SCB and AID = YES	acdc-19
IFDN	x...x	Interflow Directory Number The Interflow Directory Number serves as the DN to which calls interflow. Prior to Release 22, IFDN can be up to 23 digits. For Release 22, IFDN can be up to 31 digits. Calls diverted to the IFDN are not routed by NACD. Network calls diverted to an IFDN lose all the network information, so that information cannot be displayed on the terminating telephone. A group hunt pilot DN can be entered. If the OPAO package is equipped, then # can be used in this DN.	acdb-1
	X	To delete existing entry. IFDN and NFCR are affected by the Outpulsing feature for Japan. Refer to the Feature Description in X11 Features and Services for details. Typing four asterisks (****) at the IFDN prompt will not let the user exit Overlay 23.	
IMA	(NO) YES	Integrated Messaging Allowed (ACD DN assigned to IMS) Set to YES for Meridian Mail applications.	ims-2
IMS	(NO) YES	Integrated Messaging Service Set to YES for Meridian Mail applications. IMA must be set to Yes in LD 15.	ims-2
ISAP	(NO) YES	Integrated Services Application Protocol (ACD messages sent across the ISDN/AP link) Set to YES for Meridian Mail applications.	ani-15
IVMS	(NO) YES	Integrated Voice Messaging System Set to YES for Meridian Mail applications.	ivms-2

Prompt	Response	Comment	Pack/Rel
IVR	(NO) YES	Interactive Voice Response queue An ACD queue must be defined as an IVR queue before the Treatment Request for IVR command can be used in Customer Controlled Routing (CCR) applications.	ivr-18
	(0)-999	Login maximum (the maximum number of agents that can be logged in at any one time) LOG cannot exceed MAGT value defined in LD 17.	acdc-18
LOG	(0)-999	Login maximum (the maximum number of agents that can be logged in at any one time) LOG cannot exceed the MAGT value defined in LD 17	acdc-18
MAXP		Maximum Number of Agent Positions. The value of the MAXP can be increased to the allowed maximum or decreased to the current number agents.	acda-1
	1-70	For M, S and MS	
	1-120	For LE, N and ST	
	1-240	For XN, RT, VLE, XL and Option 21	
	1-500	For NT and Options 51 and 61	
	1-1000	For XT	
	1-1200	For Option 71 and 81	
MCFD		Multiple Queue Assignment (MQA) Call Forwarding Digits MCFD is prompted if MQCF = YES.	mqa-21
	(0)	(0) digits prepended to Agent IDs to find Phantom TNs to Call Forward to agents.	
	1	1 digit prepended to Agent IDs to find Phantom TNs to Call Forward to agents.	
	2	2 digits prepended to Agent IDs to find Phantom TNs to Call Forward to agents.	
	3	3 digits prepended to Agent IDs to find Phantom TNs to Call Forward to agents.	
MQA		Multiple Queue Assignment	mqa-21
	(NO)	Don't allow agents to use MQA functionality	
	YES	Allow agents to use MQA functionality MQA is prompted if AID = YES and MQA package 297 is equipped. Warning: The HSL link must be disabled before you configure or change MQA.	

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Prompt	Response	Comment	Pack/Rel
MQAP	(NO) YES	MQA Priority option Don't allow agents to specify Priorities during login Allow agents to specify Priorities during login Prompted if MQA = YES and Priority Agent package 116 is equipped.	mqa-21
MQAS	(NO) YES	MQA Supervisor option Don't allow agents to specify a Supervisor ID during login Allow agents to specify a Supervisor ID during login Prompted if MQA = YES.	mqa-21
MQCF	(NO) YES	MQA Call Forward option Don't allow automatic Call Forwarding of Phantom TNs to agent sets at login Allow automatic Call Forwarding of Phantom TNs to agent sets at login Prompted if MQA = YES and Phantom TN package 254 is equipped.	mqa-21
MURT	0-511	Music Route number The route and at least one trunk must exist before defining MURT. Enter X to remove.	acda-1
MWC	(NO) YES	Message Waiting Center (ACD DN is a message center DN) MWC is set to YES for Meridian Mail applications. Prompted if Message Waiting Center (MWC) package 46 is equipped.	mwc-1

Prompt	Response	Comment	Pack/Rel
NCFW	x...x	Night Call Forward DN for ACD calls (up to 23 digits) and Operator Revert DN for Meridian Mail (IMS, IVMS). NCFW is tracked on reports as interflow. Prior to Release 22, NCFW can be up to 23 digits. For Release 22, NCFW can be up to 31 digits. Precede NCFW entry with X to delete. Typing four asterisks (****) at the NCFW prompt will not let the user exit Overlay 23.	acda-1
NCWL	(NO) YES	New Call Waiting Lamp options When NCWL = YES, the Busy Threshold and Overflow Threshold apply only to Overflow by Number and Interflow conditions, but do not change the lamp states. Calls in the Call Request and Local Flow-in queues are included when adding up the calls in queue for lamp state updates.	acdb-15
NRRT	0-511	Night RAN Route number assigned as night announcement for ACD calls. If NRRT and NCFW are both defined, then NRRT course first. The route and at least one trunk must exist before defining NRRT. Enter X to remove.	acda-1
NRT	(0)-2044	Night RAN Time This is the time in seconds - in increments of 1 - before RAN is connected to ACD calls. NRT is prompted if NRRT is defined and International Supplementary Features (SUPP) package 131 is equipped.	supp-9
OBTN	(NO) AGT ALL	No Observation Tone given Audible Observe Tone to Agent only (post Release 14) Audible Observe Tone to all parties (post Release 14) Prior to Release 14, options are YES (NO); YES is equivalent to the AGT option in Release 14 and later	acdb-1

Prompt	Response	Comment	Pack/Rel
OCN	(NO) YES	Accept Oldest Call in Network This feature determines if the oldest call in the network is answered ahead of calls to the Source location. Use caution with this feature. Because agents are reserved for network calls, agents may remain idle while calls wait in the local queue. To avoid reserving all the agents for network calls, split the ACD group into two areas: one area for all calls and the second area for a group of agents equal to the number of tie lines between the network locations. This solution allows local calls to overflow by time into the area for all calls. The OCN option must be defined only for Target queues. When OCN = YES and HPQ = NO, the system compares calls from queues for that target ACD DN. The highest priority call that has waited the longest is the call presented to the next available agent. When OCN = NO and HPQ = NO, the system selects the oldest call from the ACD DN's own Timed Overflow (TOF) queue. If there are no calls in the Source Timed Overflow queue, the system looks at calls in the Call Request queue and Source Timed Local Flow-in queue. When OCN = NO and HPQ = YES, the system presents calls from the agent's own TOF queue and High-Priority queues before presenting calls from Source TOF queues and Call Request queues. OCN is prompted if Network Automatic Call Distribution (NACD) package 207 equipped.	nacd-15
OUTS	xxxx xxxx	Routing Table entries to be removed Up to 20 entries at a time can be removed from the Enhanced Overflow (EOVF) or Network ACD (NACD) routing tables. Only 5 entries can be entered at OUTS at a time. OUTS is prompted until just <cr> is entered. Prompted if REQ = CHG. Remove routing tables by list entry number, not by ACD DN. Print the NACD data to see the ACD DN associated with each entry number.	nacd-15

Prompt	Response	Comment	Pack/Rel
OVBU	aaa bbb ccc ddd	Overflow Busy treatment for specific call originator types when IFDN not defined. Enter the required treatment for Overflow calls: • LNK = caller is re-linked to source queue (the default value) • BSY = caller hears busy tone Enter all four entries at the same appearance. Enter LNK or BSY for each of the four different originators: • aaa = Internal calls • bbb = Attendant calls • ccc = CO, FEX and WATS trunks (only LNK allowed in Release 17 and later) • ddd = DID and TIE trunks If busy tone is configured for CO trunk calls, the calling or called party will be billed for the duration of the call, which is from the time the PBX returns answer supervision until the time the calling party disconnects. In Release 17 and later, BSY is not allowed for CO trunks. Prompted if there is no entry for IFDN.	acdb-16
OVDN	x...x x...x x...x X Xxxxx	Overflow ACD Directory Number(s) (maximum of three responses) Up to 4 digits, up to 7 digits with Directory Number Expansion (DNXP) package 150. To remove ALL OVDNs for the ACD DN To delete a specific DN. Any new entry replaces the old data. The Overflow DN cannot be a CDN.	acdb-1
OVFL	(NO) YES	Overflow Tone Busy tone will be given to call Force overflow tone will be given to call by Mobility switch OVFL is prompted when a call arrives at a Controlled DN in default mode and when that call has exceeded the CDN-to-a-default-ACD-DN ceiling threshold.	basic-20

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Prompt	Response	Comment	Pack/Rel
OVTH	0-(2047)	Overflow Threshold OVTH represents the value at which the Calls Waiting lamp winks (Fast flashes), causing calls which are entering the queue to overflow. When OVTH = 0 overflow is attempted when all agents are busy. Enter X to delete existing entry.	acdb-1
PAGE	(NO) YES	Start at the top of a new page for each report	acdc-2
PCMM	(NO) YES	Periodic Clearing with Meridian Mail Prompted if OPT = PCMA in LD 15	nas-14
PRIM	(NO) YES	Primary DSAC	csl-8
PRIO	0-15	Printer(s) for Output (establish the number(s) of devices used for output of reports) These output devices must have been defined in LD 17 as ACD printers. Precede with X to remove a device number.	acdc-2
RAGT	2-(4)-30	Number of seconds an agent in a remote target is reserved for an overflow call. The Reserve Agent Timer keeps the agent reserved until call presentation or timeout. The timer also prevents a situation where an agent may be reserved indefinitely. When an agent is reserved with Countdown Allowed (CNTA) CLS as defined in LD 11, the RAGT countdown is shown on the agent's Digit Display. The agent being reserved has a Reserve Agent Timer with countdown display. The countdown display starts when the Reserve Agent Timer (RAGT) starts, and counts down by increments of 2 seconds, to zero. If the call is not presented to the Target agent before the Reserve Agent Timer (RAGT) expires, that call remains at the originating Source queue. The Target agent is returned to the idle agent queue.	nacd-15

Prompt	Response	Comment	Pack/Rel
		If the Reserve Agent Timer is set too high, the agent is reserved waiting for calls. If the Reserve Agent Timer is set too low, the agent may be freed before the network facility can set up the call. Different timer settings can be tried through Load Management. Subsequent calls are presented to agents only after the Reserve Agent Timer has expired. The RAGT must be defined only for Target queues.	
RAN	0-511	Recorded Announcement Trunk Route Number for calls entering message queue (default NO RAN)	acda-1
RDNA	(NO)	Restricted DN Access Enter NO if use of DN keys is to be allowed without logging in.	acdc-1
	YES	Enter YES to restrict agents from making outgoing calls when not logged in. Prompted if an Auxiliary Data System (ADS) or Schedule Block (SCB) exists.	
REQ		Request	bacd-18
	CHG	Change existing data Select OUT followed by NEW, instead of CHG when switching resources between virtual and actual ACD DNs to avoid unwanted information on ACD-D reports.	
	END	Exit Overlay program	
	LST	List ACD DNs (This includes ACD DNs, CDNs and NACD DNs)	
	NEW	Add new data to the system	
	OUT	Remove data block When removing an ACD DN from the Meridian 1 which is monitored by ACD-MAX, the DN is not automatically deleted from the ACD-MAX configuration.	
	PRT	Print the specified data	

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Prompt	Response	Comment	Pack/Rel
RFRQ		Report Frequency. See also ROPT prompt for Report Options.	acdc-2
	0	No reports	
	1	All reports hourly on the hour	
	2	All reports hourly on the half-hour	
	3	All reports half-hourly	
	4	Report 3 every quarter-hour, no other reports.	
	5	Report 3 every quarter-hour, other reports hourly on the hour.	
	6	Report 3 every quarter-hour, other reports hourly on the half-hour.	
	7	Report 3 every quarter-hour, other reports every half-hour	
RGAI	(NO) YES	Ring Again for Internal calls When internal caller dials a queue with no available agents, fast ringback is provided. If RGAI = YES, the caller can activate Ring Again to be presented to the next available agent. Enter YES for Data Service Access Code. (DSAC). RGAI must = YES for DSAC.	acda-8
ROPT		Report Options	acdc-2
	1	Agent group	
	2	Queue	
	3	Trunk routes	
	4	Agent position	
		Precede with X to disable a report. More than one option allowed. Any new entry replaces the old data.	
RPRT	(YES)	Information about this ACD-DN (or CDN) will be included in management reports and status displays	acdc-17
	NO	Information about this ACD-DN (or CDN) will be excluded in management reports and status displays. RPRT is prompted only if a SCB or an ADS block exists for this customer.	

Prompt	Response	Comment	Pack/Rel
RSND	(4)-16	Message Resend timer (in seconds) This is the length of time the Source node waits for a response from the Target node after sending a Call Request message. When the Resend Timer expires, another message is sent. If the second Call Request message expires without a response, the Call Request is removed from the network queue. The Resend Timer should be changed only if the network uses multiple hops and ISL with lower baud rates. A single hop typically requires 100 ms of real time to set up the call. When the Resend Timer is too large, the control function of the timer to limit traffic to busy nodes is lost. If the Resend Timer is too small, the access of calls to nodes may be limited unnecessarily. The Resend Timer must be defined for the Source node and the Target nodes.	nacd-15
RTPC	(NO) YES	Real Time Processing The SAGP Load Management command does not take effect in real time. The SAGP Load Management command takes effect in real time.	supp-9
SDNB	(NO) YES	Secondary DN Blocking Block calls to the Secondary DN while busy on ACD call.	acdb-12
SFNB	1 2 ...	Set Feature Notification Bitmap SFNB is used for messages such as: SFN (login), SFN (logout), ... This bitmap is downloaded by the application which is used to control the sending of SFN messages on behalf of the acquired TN. A numeric value is printed only if the corresponding message is enabled. SFNB is printed if AACR = YES.	nxcc-22
SFRQ	1 2	Frequency of Status Display updates 30 seconds 60 seconds	acdc-2

Prompt	Response	Comment	Pack/Rel
SHR	0-23	Start Hour Hour of day that data reporting starts	acdc-2
SPCP	(NO) YES	Separate Post Call Processing (to enable separate DCP/PCP indication) When SPCP = YES, agents in Post Call Processing (PCP) are separated from agents in Direct Call Processing (DCP). Changing the SPCP option for an ACD DN changes all ACD DNs in the same customer group. Agent (AGT) key lamp states and display (DAG) field on supervisor telephones are affected by SPCP as follows: AGT key lamp steady: • SPCP = YES; agent is on an ACD call • SPCP = NO; agent is on an ACD call or not ready (NRD) AGT key lamp fast flash: • SPCP = YES; agent is on non-ACD call or NRD • SPCP = NO; agent is on non-ACD call DAG Display ACD DN: • SPCP = YES; displays # of agents on ACD calls • SPCP = NO; displays # of agents on ACD calls or NRD DAG Display non-ACD DN: • SPCP = YES; displays # of agents on non-ACD calls or NRD • SPCP = NO; displays # of agents on non-ACD calls The SPCP option is a customer-wide option. A change to SPCP for any ACD queues affects all ACD queues for that customer.	acdb-1
SRPT	(NO) YES	Short Report option for report 4 (Agent position) Use the short report when more than one agent, each with a unique agent ID, logs into the same position ID during a report period.	acdc-2

Prompt	Response	Comment	Pack/Rel
SRRT	0-511	Second RAN Route number for ACD The route and at least one trunk must exist before defining SRRT. Enter X to remove.	acda-1
SRT	0-2044	Second RAN Time Time in seconds before second RAN is connected to ACD calls. Prompted if SRRT is defined. There is no default for SRT.	acda-1
STIO	0, 1, 2,...15	Status Input/Output devices Enter all Input/Output devices assigned for status displays. The device must be first defined in LD 17. Prompted if a Schedule Block (SCB) exists. Enter X to remove.	acdc-2
TABL	x	Table. Where: x = D (Day Table) or N (Night Table) The Day Table is mutually exclusive with TOFT. The Night Table is mutually exclusive with NCFW.	nacd-15
TDNS	(NO) YES	DNIS number is not an original Called Party of a defined CDN queue. DNIS number is an original Called Party of a defined CDN queue. TDNS = YES is recommended if a CDN is defined for the Mobility Control Point (MCP) application to controll a Personal Communication Service (PCS) call.	basic-20
TOFT	2-1800	Timed Overflow Threshold (in seconds) In Release 14 and earlier, the TOFT range is 10 - 1800. Before defining the TOFT value, first delete that OVDN from its Source ACD DN. Then, enter the time, in seconds, that you want a call to wait in queue before it overflows to an OVDN. When REQ = CHG, and the OVDNs are answering TOF calls, an error message is output indicating the affected Target ACD DNs. Enter X to disable the feature. If no value is entered, NONE is printed.	tof-10

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Prompt	Response	Comment	Pack/Rel
TOT4	(NO) YES	Totals on report 4 Averages are output on report 4 (Agent position) Totals are output on report 4 (Agent position) Prompted if ROPT = 4. If TOT4 = YES, HDCP column is output on report 1 and 4. Must have ACD-C enabled.	acdc-10
TRDN	xxxx	Treatment DN for IVR queue A treatment DN does not have to be a valid DN in the switch. If Meridian Mail is to be used for both Voice Messaging and IVR, a Treatment DN should not be the same as any Meridian Mail voice box. Enter X to remove.	ivr-18
TRGT	xxxx tttt	Target. Where: • xxxx = Target ACD DN • tttt = time (0-1800) in seconds Up to 20 target ACD DNs can be defined. For each target, tttt is the total time from the call entering the ACD queue until a call request is sent to the target. TRGT rounds up to an even number.	nacd-15
TSFT	0-(20)-510	Telephone Service Factor Threshold (in seconds) Prompted if a Schedule Block (SCB) exits.	acdc-1
TYPE		Type of data block	
	ACD	Automatic Call Distribution data block Requires Basic Automatic Call Distribution (BACD) package 40.	bacd-1
	ADS	Auxiliary Data System data block Requires Automatic Call Distribution Package C (ACDC) package 50. Not valid when REQ = PRT.	acdd-2
	CDN	Control Directory Number data block This is a special DN created to specify a destination ACD DN to which incoming calls are directed. Multiple CDNs can direct calls to the same ACD DN providing different treatments based on the CDN parameters. Requires Enhanced ACD Routing (EAR) package 214.	ear-17

Prompt	Response	Comment	Pack/Rel
	NACD	Network ACD data block Requires Network Automatic Call Distribution (NACD) package 207.	nacd-15
	SCB	Schedule data Block for ACD Management Reports Requires Automatic Call Distribution, Package C (ACDC) package 42.	acdc-2
UMG	(NO) YES	User to User Messaging	ims-2
UMT	2-(6)-15	Update Message Time Silence interval in seconds after message queue alert tone.	ims-2
USFB	1 2 ...	Unsolicited Status Message (USM) Filter Bitmap USFB applies to messages such as: Onhook, Offhook, Ringing, Active, Disconnect, Unringing, Hold, Restore, Ready, Not Ready, Walkaway, Walkaway Return, Reserved, Unreserved, ... This bitmap is downloaded by the application which is used to control the sending of USM messages on behalf of the acquired TN. A numeric value would only be printed if the corresponding message set is enabled. USFB is printed if AACR = YES.	nxcc-22
UST	(NO) YES	User Status update	ims-2
VSID	0-15	Value Added Server ID of VAS providing VMS VASs are external server equipment facilities such as Meridian Mail. Prompted if IMS or ISAP = YES. Must be defined in LD 17.	csl-8